

# CHAPTER 1 APPLICATION & SCREENING

## PROCESSING IHSS APPLICATIONS – AIS SUITE

### Case Activation

The IHSS Case Assignment Clerk is responsible for processing applications entered into the AIS Suite. Applications entered into the AIS Suite are applications received through the *Aging and Independence Services Referral* website and by AIS Call Center staff when CMIPS II is unavailable. The designated clerk will process the applications as follows:

1. Access the AIS Suite to determine if new IHSS applications have been entered. This will occur at minimum on a daily basis, or more frequently as needed.
2. Use the cursor to select the following fields:
  - a. Check the *Case Status* field “N”.
  - b. Check the *Program* field “IHSS”.
  - c. Select *District Office* based on zip code.

*AIS Suite also contains a program abbreviated as “HIS”; please ensure that “IHSS” is selected.*

### AIS Suite - Case Assignment Screen

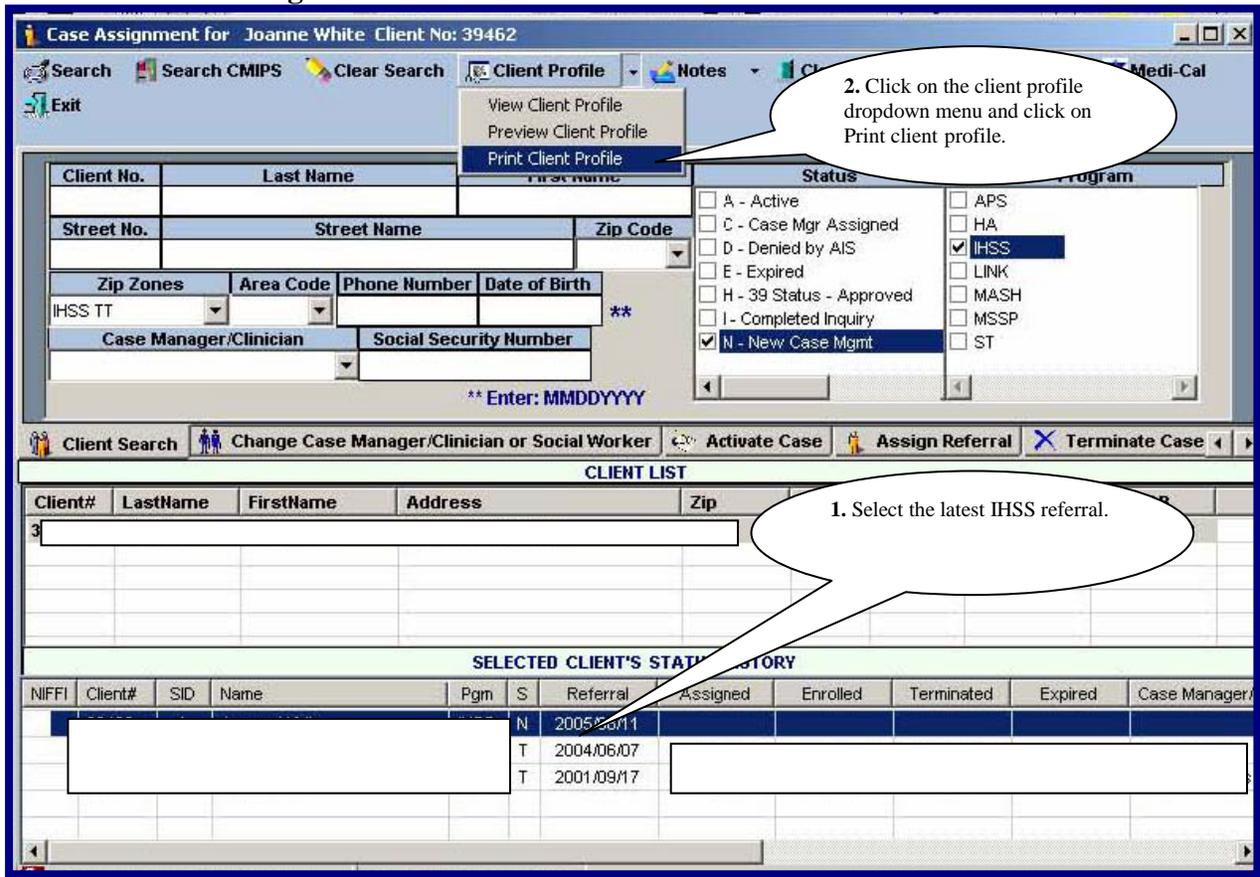
The screenshot shows the 'Case Assignment' window with a toolbar at the top containing icons for Search, Search CMIPS, Clear Search, Client Profile, Notes, Closings, Preview CMIPS, and Medi-Cal. Below the toolbar are input fields for Client No., Last Name, First Name, Street No., Zip Zones, Case Manager/Clinician, and Social Security Number. A 'Status' dropdown menu is open, showing options: A - Active, C - Case Mgr Assigned, D - Denied by AIS, E - Expired, H - 39 Status - Approved, I - Completed Inquiry, and N - New Case Mgmt (checked). The 'Program' dropdown is also open, showing options: APS, HA, LINK, MASH, MSSP, and ST. 'IHSS' is selected in the Program dropdown. A 'CLIENT LIST' table is visible below the form, and a 'SELECTED CLIENT'S STATUS HISTORY' table is at the bottom. The status bar at the bottom indicates the date and time: Wednesday, Feb 17 2010 09:14:39 AM.

Callouts in the image:

- 1. Click on the highlighted fields as well as the zip code the district office belongs to.
- 2. Click Search

3. Click on the “Search” field. This will display all new IHSS applications for the selected district offices under “Client List”.
4. To obtain printed documents from the AIS Suite (a list of documents) of all new IHSS applications received:
  - a. Select each entry individually by highlighting the case name under “Client List”.
  - b. Case history will appear under *Selected Client’s Status History*; highlight the name with “N” status.
  - c. Select *Print Client Profile* from the *Client Profile* dropdown menu.
  - d. The documents will print on the user’s default printer. To change printers, user will need to first change their default printer and then print the documents.
  - e. Repeat the process until every application has been printed.

**AIS Suite - Case Assignment Screen**

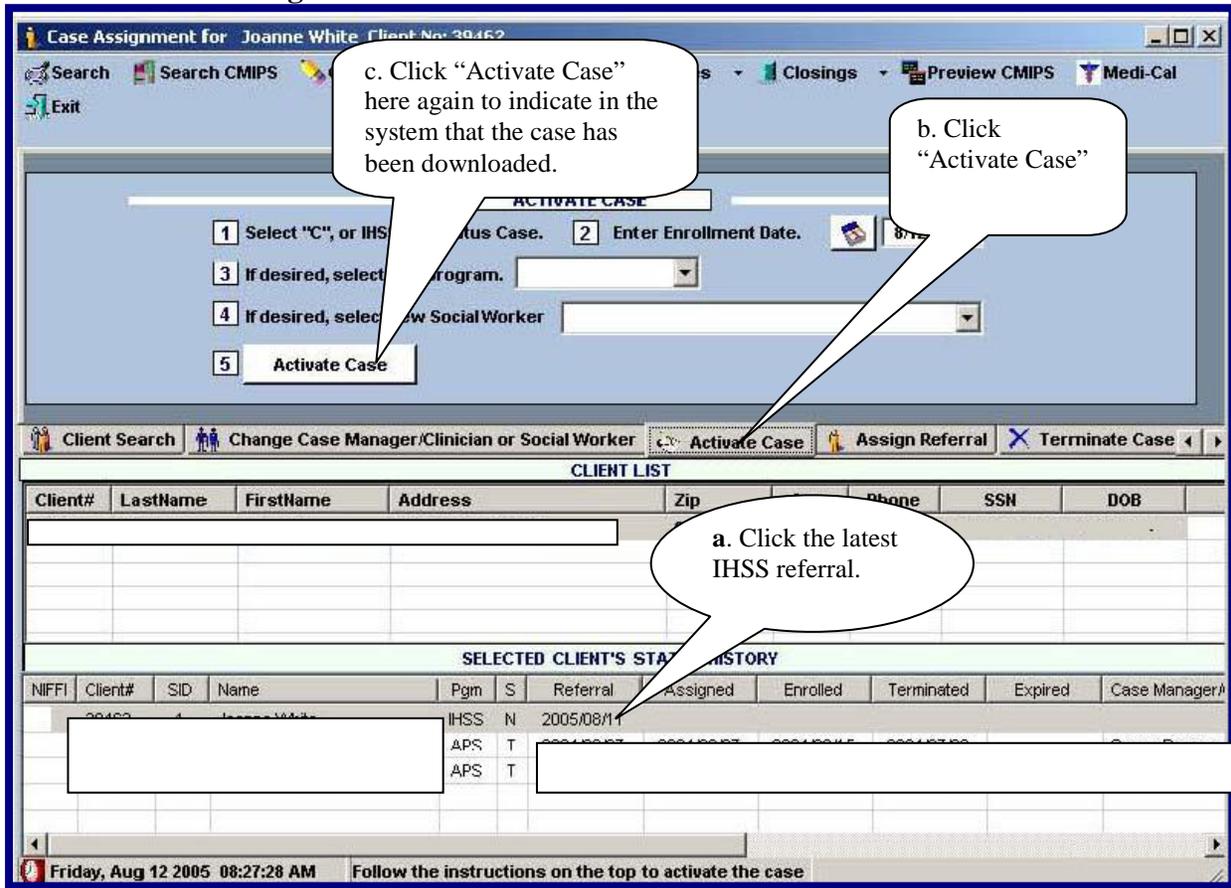


5. If pertinent information is missing, the Case Assignment Clerk will contact the referring party or the client to obtain the missing information.

*Make sure that all documents have printed before activating the case. Activating the case will signal the Call Center that the intakes are being processed. If not activated, the case remains on the “Client List” and is added to the new “Client List” for the following day.*

6. After the application is printed, on the same screen activate the case:
  - a. In the *Case Status* field click *Activate Case* this will change the “N” to an “A”. The “A” reflects that the case has been or will be assigned to an IHSS Social Worker.
  - b. The Case Assignment Clerk will select the next name on “Client List” and repeat the process.

**AIS Suite - Case Assignment Screen**



Creating an Application in CMIPS II

*Applicants/Recipients in non-CMIPS II counties will not appear on CMIPS II. A person search should be conducted in legacy CMIPS, prior to CMIPS II, to verify that the applicant is not an applicant/recipient in a non-CMIPS II county.*

1. The following information about the applicant is required to complete the application process:
  - Name
  - SSN
  - Date of birth

- Applicant’s preferred spoken and written languages
  - Gender
  - Ethnicity
  - County of residence
  - Residence and mailing addresses
  - Applicant’s primary phone number
2. Select “New Application” using the *Person Home Screen* and conduct an address search of the individual using the following criteria:
- Street Number
  - Street Name
  - City

If the search results in a person other than the applicant, review the information to see if a companion case exists. If a companion case exists, the application should be assigned to either the companion case owner or the intake worker for that unit. Document the results of the case search in a *Case Note* after the case is created.

3. In the same *Person Home Screen*, conduct a person search of the individual using one of the following criteria:
- Last name (a full name or a partial name of three letters can be used)
  - Social Security Number
  - Client Index Number (CIN)
4. If the applicant exists in CMIPS II as a(n):
- **Open Referral:**
    - a. Update the applicant’s contact information in the *Person Home Screen* and select *Create Case*.
    - b. Update the *IHSS Referral Date* in the *Create Case* screen.
  - **Closed Referral:**
    - a. Update the applicant’s information and select *Create Case*.
  - **Applicant** in a case that is in **Pending** status:
    - a. Give a photocopy of the referral to the Social Worker.
  - **Applicant** in a case that is in **Withdrawn/Denied** status:
    - a. Update the applicant’s contact information in the *Person Home Screen*.
    - b. From the *Case Home Screen*, click on *Reactivate*.
    - c. Complete the *Reactivate Case Screen* and reassign the case to the designated Social Worker.
  - **Recipient** in a case that is in **Terminated** status for **more than 30 days:**
    - a. Update the recipient’s contact information in the *Person Home Screen*.
    - b. Select the *Case Number* to go to the *Case Home Screen*.
    - c. From the *Case Home Screen*, click on *Reactivate*.
    - d. Complete the *Reactivate Case Screen* and reassign case to the designated Social Worker.
  - **Recipient** in a case that is in **Terminated** status **30 days or less:**

- a. Update the recipient's contact information in the *Person Home Screen*.
- b. Add a *Case Note* describing the request and the action taken.
- c. Reassign the terminated case to the appropriate Social Worker.
- **Recipient** in a case that is in **Leave** status:
  - a. Give a photocopy of the referral to the Social Worker.
- **Recipient** in a case that is in **Eligible** status:
  - a. Give a photocopy of the referral to the Social Worker.
- **Provider:**
  - a. Review the *Residence Address* and *Primary Phone Number* in the *Person Home* screen.
    - If the information is correct, select *Create Application*.
    - If the *Residence Address* and *Primary Phone Number* need to be updated:
      - a) Select *Contact* from the left navigation menu.
      - b) Select the *Addresses* or *Phone Numbers* link to update the information.
      - c) Select *New* link, do not select *Edit* link.
      - d) Update the information and then select *Save*.
  - b. Select *Home* from the left navigation menu.
  - c. Select the *Create Application* link at the *Person Home* screen.
  - d. Update applicant's information and select *Create Case*.
    - If the applicant is an active provider, document the name of the recipient and the case number in a *Case Note*.
- **Inter-County Transfer (Recipient in a CMIPS II County):**
  - a. Inform the applicant that they must contact their Social Worker to initiate an Inter-County Transfer.
  - b. Do not take any action in CMIPS II.
- **Inter-County Transfer (Recipient in a Legacy CMIPS County):**
  - a. Inform the applicant that they must contact their Social Worker to initiate an Inter-County Transfer.
  - b. Do not create a case in CMIPS II.

### **Person Type Definitions**

CMIPS II will automatically assign the Person Type. Individuals existing in the system will be identified as one of the following person types:

**Referral** – An individual inquiring about services for another person. For example, a neighbor, relative, or case worker may request assistance for someone else.

**Open Referral** – Created when someone contacts IHSS requesting services on behalf of another person or oneself.

**Closed Referral** – Created when a referred individual informs a worker he/she does not want to receive services from IHSS. The person type changes from open referral to closed referral.

**Applicant** – An individual requesting IHSS services and for whom an IHSS case is created but not yet approved.

**Recipient** – An individual requesting IHSS services and for whom an IHSS case is created and approved.

### Case Assignment

1. Clear the Medi-Cal Eligibility Data System (MEDS).
2. Print the INQM and INQX screens.
3. Review the Medi-Cal aid code on the MEDS INQM screen and take the appropriate action:
  - **Status Eligible**– Assign directly to a Social Worker (e.g. 10, 20 & 60).
  - **Income Eligible (Treated As Status Eligible)** – Assign directly to a Social Worker (e.g. 14, 24, 64, 16, 26, 66, 6A, 6C, 6G, 6V, 1E, 2E, or 6E).
  - **Income Eligible/Active Medi-Cal** – Assign to a Social Worker and request from the South East Family Resource Center (SEFRC) an *IHSS Communication Gram* using the *IHSS Active Medi-Cal Fax Referral Form* (Attachments 1-H).
  - **No Medi-Cal Eligibility** – Assign to the Share of Cost Specialist.

### Client Index Number

The Client Index Number (CIN) is a ten-digit unique alphanumeric value assigned by the Statewide Client Index (SCI) that identifies individuals who have applied for public benefits.

1. Click on the magnifying glass on the Client Index Number area to search Medi-Cal eligibility. When there is a matching CIN number associated with the case, a list will populate at the bottom of the screen. Choose the CIN number associated with the applicant. If there is no CIN number associated with the applicant, leave the field blank.
2. When the “Save” link is selected from the *Create Case Screen* and the Client Index Number field is blank, the *Create Case without CIN* pop-up displays. Select “Save” to complete creating the case.

*A CIN search must be conducted in order to create a case. An error message will display if the search is not initiated. When a case is created without a CIN, an IHSS Referral for Medi-Cal Eligibility Determination transaction will be sent to the County SAWS requesting a Medi-Cal Eligibility Determination for the IHSS Applicant.*

### Required Documents

The following documents must be included with the IHSS application:

- The SOC 293A IHSS Needs Assessment – Face Sheet that will generate and print from the AIS Suite.
- The AIS Suite Intake Face Sheet that will generate and print from the AIS Suite.
- The Medi-Cal Eligibility Data System (MEDS) INQM and INQX screens.

The following documents must be completed and a copy must be included with the IHSS application:

- Either form 12-53B HHSA – IHSS Initial Contact-Case Assignment Letter (Attachments 1-H) or 12-52 HHSA – IHSS Contact Letter-SOC Specialist (Attachments 1-H) must be completed and sent to the IHSS applicant. This letter acknowledges the IHSS referral and

provides contact information for the assigned Social Worker to the applicant. This letter must be sent promptly in order to satisfy the requirement to contact the applicant within seven days of the date of application.

- Forms SOC 873 – IHSS Program Health Care Certification Form (Attachments 1-H) and SOC 874 – IHSS Program Notice to Applicant Of Health Care Certification Requirement (Attachments 1-H) must be completed, where appropriate, and sent to the applicant. The date the form was mailed must be included on the copy of the SOC 874 that will be retained in the *Scanning Folder*.
- Sections one and six of the SOC 295 – Application for Social Services (10/09) (Attachments 1-H) must be completed using the information from the outdated SOC 295 (02/00) that will generate and print from the AIS Suite.

### Case File Search

An IHSS case record may be located either in IHSS WebTop or at Records Services.

1. Clear IHSS WebTop to determine if a case record exists. If a case record exists in IHSS WebTop, create both a *Scanning Folder* and a *Social Worker Folder* and label them with the case name, CMIPS II case number, and include the assigned Social Worker number. The *Scanning Folder* will be used to submit documents for scanning. The *Social Worker Folder* will be used to retain case documents that have not yet been scanned.
2. If a case record does not exist in IHSS WebTop, clear the IHSS Case Tracking System to determine if a case file is located at Records Services. If the case file is located in Records Services, request the case file using the IHSS Case Tracking System. Create a temporary case file and label it with the case name, CMIPS II case number, and include the Social Worker number.
3. If a case record does not exist in IHSS WebTop, or Records Services, create both a *Scanning Folder* and a *Social Worker Folder* and label them with the case name, CMIPS II case number, and the assigned Social Worker number.

*Case records sent to Records Services prior to January 18, 2013 may not appear in the IHSS Case Tracking System SharePoint site. The document “Archived Records thru 1/18/13”, located on the IHSS Case Tracking System SharePoint site, includes the list of case files sent to Records Services prior to January 18, 2013.*

### Case Note Documentation

Enter a *Case Note* in CMIPS II which includes the following information:

- That additional case information is in IHSS WebTop or that a physical case file exists and has been requested from Records Services. Include the date the request was made to Records Services.
- Note any active companion cases that are associated with the applicant’s address.

**Case Assignment Log**

1. Enter the IHSS application into the 12-56A HHSA – IHSS Case Assignment Log (Attachments 1-H).
2. Forward the *Scanning Folder* and the *Social Worker Folder* that includes the intake documentation to the Social Work Supervisor.